



**BloomNet Driver  
Manual for Android and Apple iOS**

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# Index

<u>Page</u>	<u>Section</u>
4	Introduction   Download App from Google Play and Apple App store Initial
5	Account Setup
6	Accessing the BloomNet Driver Portal   Adding Additional Drivers
8	Managing Orders
10	Accepting orders
11	Detail On How to Submit a Delivery Confirmation
13	Planning Routes
14	Selecting Start Address
16	How to Send a Delivery Note (Delivery Confirmation or Attempt)
17	Detail On How to Submit a Delivery Attempt
18	Restoring camera access on your mobile device
19	Photo Proof of Delivery (POD) Best Practices   Acceptable POD photos
20	Unacceptable POD photos
21	About BloomNet

## Introduction

Bloomnet Driver is a new mobile app designed to streamline the delivery process, improve on-time delivery rates for users, and increase the capture of photo proof of delivery (POD), which is proven to decrease Customer Service Incidents (CSIs) by 50 percent, resulting in less cancelled orders. This innovative app is here to revolutionize the way you manage and track your deliveries.

### Key Features

- **Real-time Tracking:** Monitor the progress of your deliveries in real-time, from dispatch to delivery.
- **Easy Confirmation:** Quickly and easily confirm deliveries with a few simple taps.
- **Efficient Route Planning:** Optimize delivery routes to minimize travel time and maximize efficiency.
- **Intuitive Interface:** Enjoy a user-friendly interface that makes navigation and task completion a breeze.

With BloomNet Driver, you can enhance your delivery operations, improve customer satisfaction, and achieve higher on-time delivery rates. Download the app for your mobile device today and experience the future of delivery.

### Download the App

Please share with your team that BloomNet Driver is FREE to download and most likely requires them to sign in using their personal account if using their personal device for delivery from the respective platform stores. If using a company phone, we recommend creating these accounts and setting up the phone prior to handing it to the driver for use.



#### Android

Scan code to download and install BloomNet Driver on your Android device or visit:  
<https://bit.ly/4isRYvW>



#### Apple iOS

Scan code to download and install BloomNet Driver on your Apple iOS device or visit:  
<https://bit.ly/4aCvhSt>

## Initial Account Setup

To use the driver app for your shop you must first create a new account linked to your BloomLink credentials. The steps below will walk you through the new account setup process.



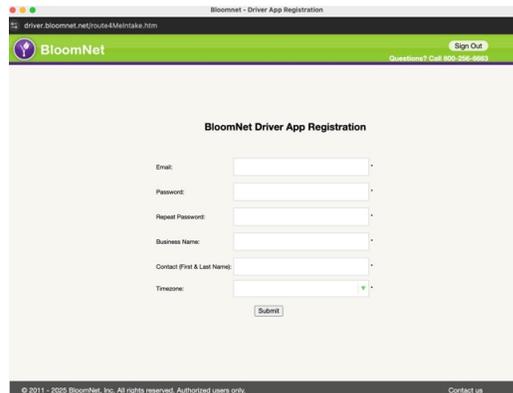
### Accessing the Registration Form

- Go to <https://www.bloomlink.net>
  - Log in to your BloomLink Account
  - Click on "Utilities" in the top navigation bar
  - In the left sidebar, expand the "Forms" section
  - Click "BloomNet - R4Me Intake Form"
  - The window below may open where you will be prompted to re-enter your BloomLink Credentials and the registration form will be displayed
- Note: Please make sure your browser's pop-up blocker is disabled.



### Completing the Registration Form

- Fill out all required fields (\*):
  - Email address
  - Password/Confirm Password
  - Business Name
  - Contact Name (First & Last)
  - Time zone
- Click "Submit"
- Check your email for a "Welcome to BloomNet Driver!" message



**Note:** Please wait two minutes before attempting to login to the Driver App Portal.  
Make sure to save your login credentials in a secure location - you'll need these to access your account later.

## Accessing the BloomNet Driver Portal



Sign In

Email

Password

Remember me

**SIGN IN**

[Forgot Password?](#)

- Navigate to <https://route4me.com/login>
- Log in using your Shop credentials

## Adding Additional Drivers to Your Account

- Click the hamburger menu (☰) in the top left corner
- Navigate to Team > Users
- You will see a list of all the current users in your account
- Click the "Add User(s)" button in the top right corner

#	Name	Actions	Role	Email	Created ...	Last Login	Last Login Devi...	Logins	Reporting To
1	SM Shop Manager	<a href="#">Edit User</a>	Account Owner	bloomnet.shopa222@gm...	Dec 12, 2...	Jan 31, 20...	Web	37	
2	DO Driver One	<a href="#">Edit User</a>	Driver	bloomnet.a222.driver1@...	Dec 12, 2...	Jan 17, 20...	iPhone	7	Shop Manager
3	DT Driver Two	<a href="#">Edit User</a>	Driver	bloomnet.a222.driver2@...	Dec 12, 2...	Dec 23, 2...		0	Shop Manager

- The Add User(s) window will open
- Click on "Create" tab

Directions continued on next page.

Add User(s) ? ×

[Create](#) [Upload a file](#)

Personal Info

Profile Picture

Full Name

Date of Birth

Password

Contact Info

Attribution

Permissions

**Personal Info**

**Profile Picture**  
Upload a picture in JPG, JPEG, GIF, or PNG format

 [Upload Picture](#)

**Full Name**  
First and last name of the user

First Name\*

Last Name\*

**Date of Birth**  
Date of birth of the user

Date of Birth 

**Password**  
Password for the user's Route4Me account

New Password\* 

Confirm Password\* 

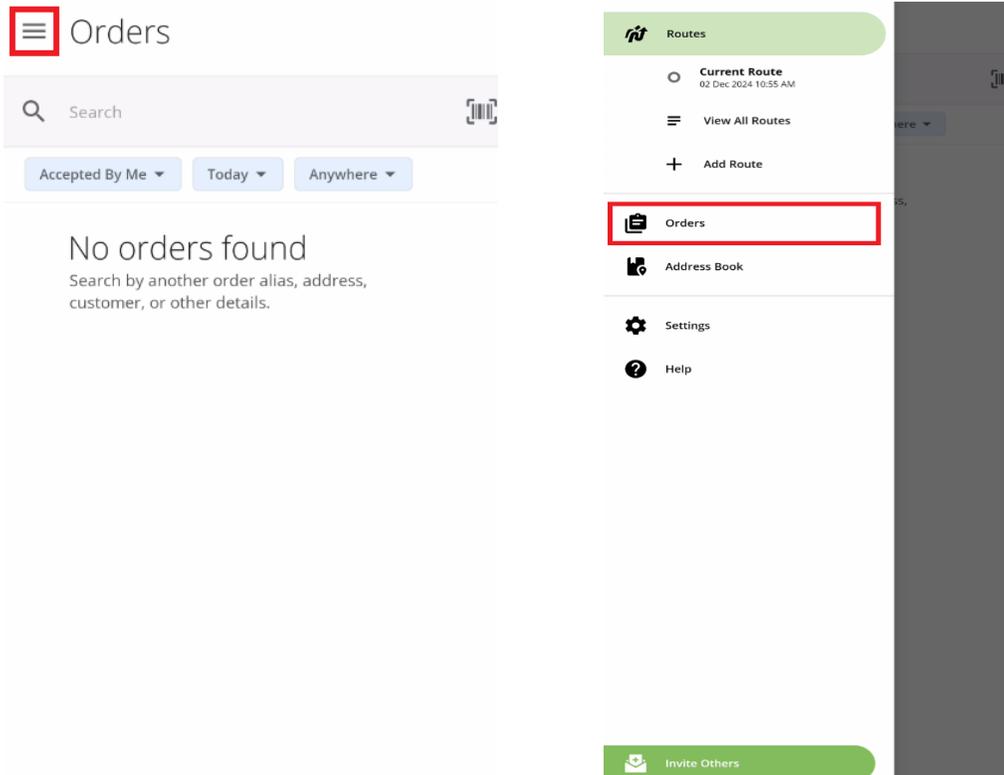
[Cancel](#) [Create User](#)

- Enter driver's first and last name
- Create and confirm a password for the driver
- Click "Create User"
- After creating the user, locate them in the user list
- Click "Edit User" next to their name
- Navigate to the "Permissions" section
- Toggle ON "Global Orders List"

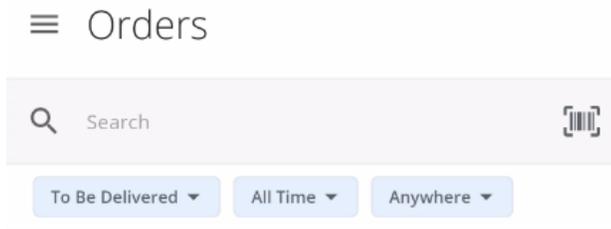
## Managing Orders

Once the BloomNet Driver app is installed on your Android device, tap to open, and click the three-line icon at the top left corner of the screen.

A menu will open on the left of the screen, select the option “Orders.”

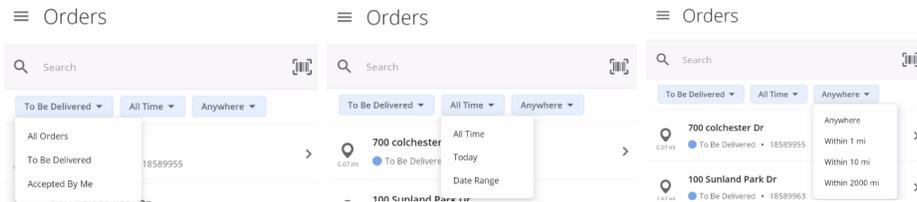


## Managing Orders

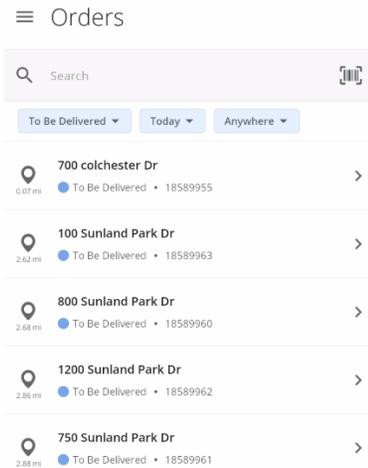


The following screen will display by default Orders “To Be Delivered,” “All Time,” and for delivery “Anywhere.”

Each drop down will have different option for the user to select.



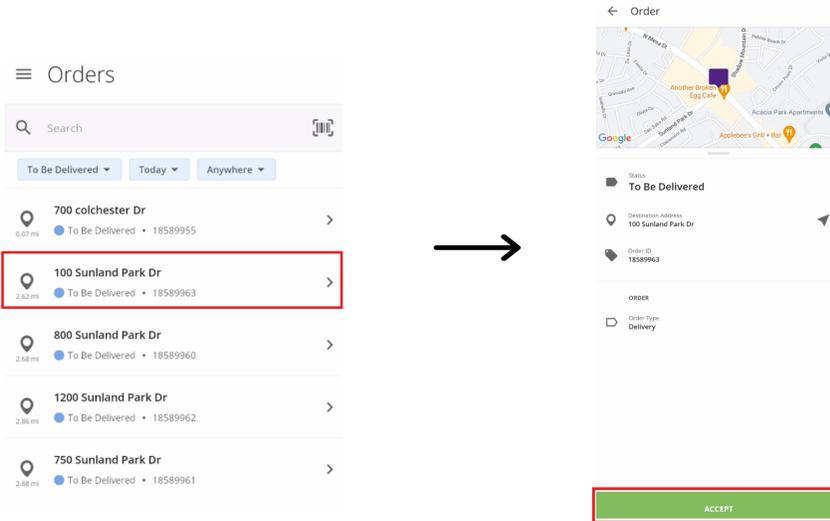
Note: To easily identify the orders for delivery, the user should select “To Be Delivered,” “Today” and “Anywhere.”



Once the orders pending to be delivered are shown on screen, each order will need to be accepted by the user individually.

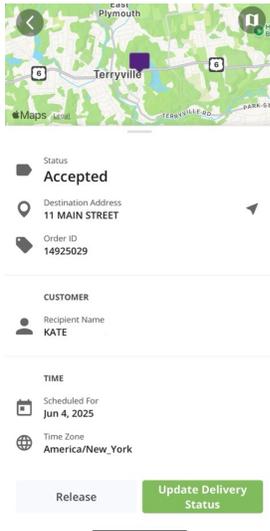
## Accepting Orders

To accept an order, click on the desired order and click accept.



If there are more orders to be added to the same trip, click on the back arrow on the top left corner of the screen to go back to the orders screen and follow the same steps for every order that will be added to the trip. Accepting an order will send Bloomlink a DLOU (Delivery out on truck) message.

Once all orders are accepted, go back to the "Orders" screen and change the filters to "Accepted By Me," "Today," and "Anywhere."

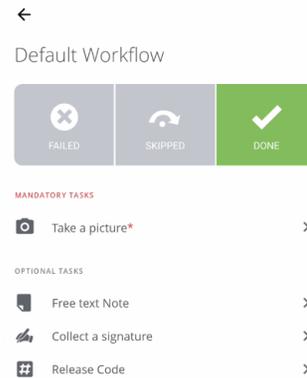


After you have accepted an order and are ready to deliver it, click into the order and then click on 'Update Delivery Status'.

## Detail On How to Submit a Delivery Confirmation

If the user selects “Done,” the screen with all delivery confirmation settings will be displayed. Some of these tasks will be mandatory and optional:

- “Take a picture,” a **mandatory task**, will serve as a delivery confirmation when the process is completed. The process to take a photo proof of delivery will start by clicking the “Take a picture” section. This will open the camera application, allowing the user to take a picture. Please see page 16 for Photo Proof of Delivery (POD) Best Practices.
- The “Free Text Note,” an **optional task**, will allow the user to manually enter a text that will be submitted along with the delivery confirmation. When the user clicks the section “Free text Note”, a new screen will come up where the user can enter the text.



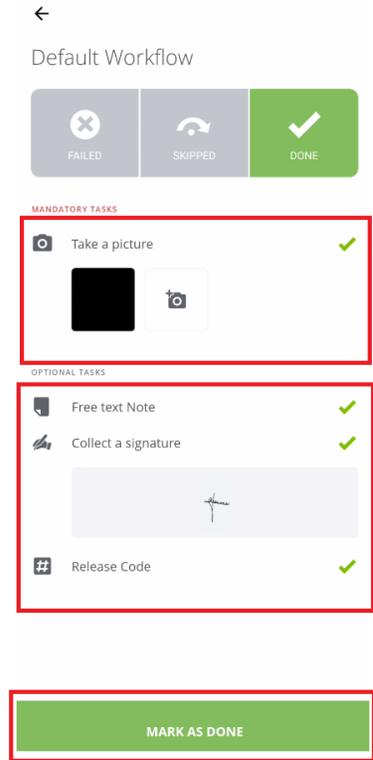
- The “Collect a Signature,” an **optional task**, allows the user to have the customer sign for the delivery using the users phone. When the user clicks on the “Collect a signature” section, the application will open a new screen which the user can show to the recipient to sign for the delivery.

The “Release Code,” an **optional task**, will allow the user to select a code for delivery. When the user clicks on “Release code” section, the application will display a new screen allowing the user to select one of the following codes for delivery confirmation:

- “Delivered to the front door”
- “Delivered to the back door”
- “Delivered to the side door”
- “Delivered to the lockbox”
- “Other”

Continued on next page.

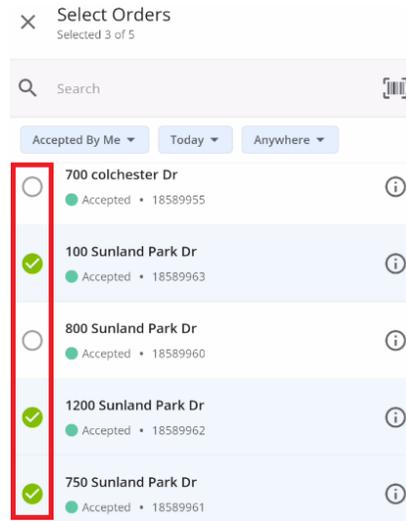
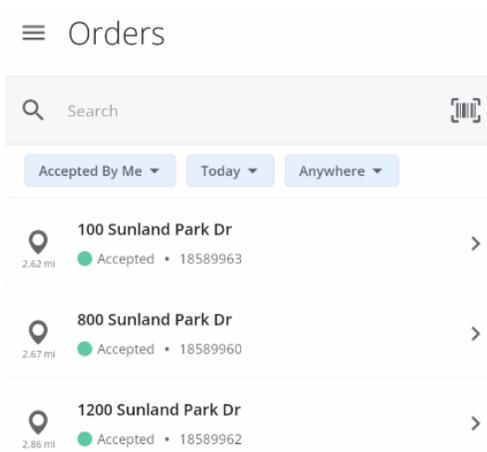
Once the mandatory and optional task(s) have been completed, the user will need to select "Mark As Done" in order to properly submit the delivery confirmation along with the optional tasks.



## Planning Routes

Once on this screen, click and hold one of the orders to be added to the trip. This will open selection radio buttons. Continue selecting all the orders that will be added to the trip.

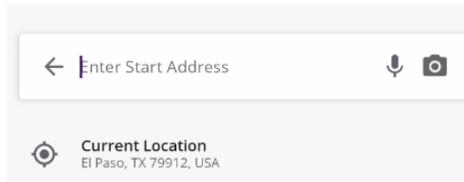
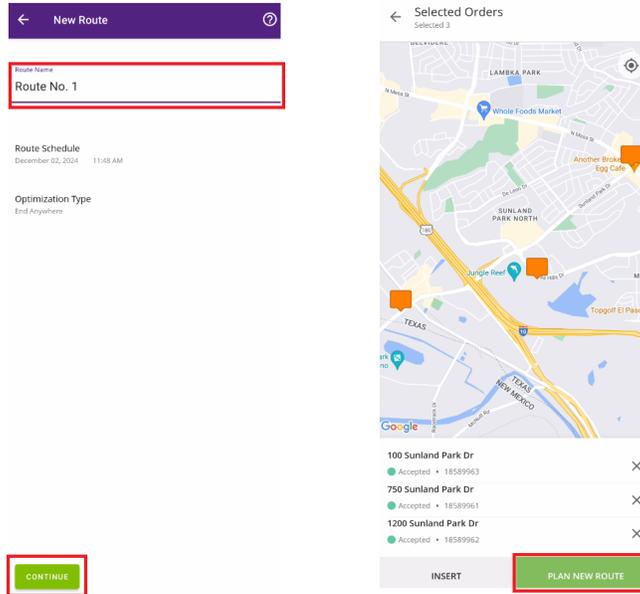
Once all orders are selected, click “Continue” at the bottom of the screen. On the following screen select “Plan New Route”.



## Selecting Starting Address

Name the route and select "Continue" on the screen.

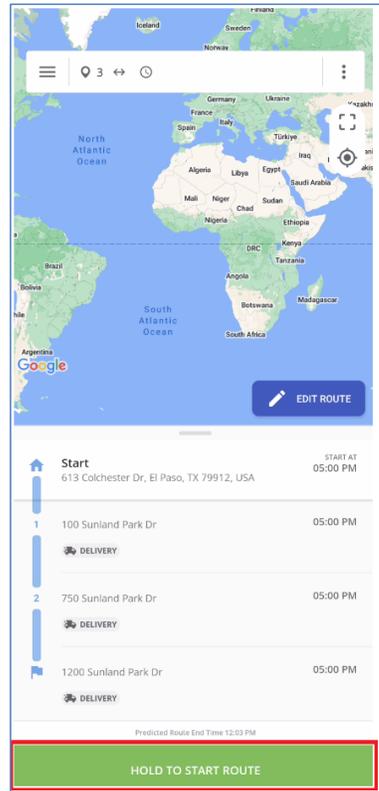
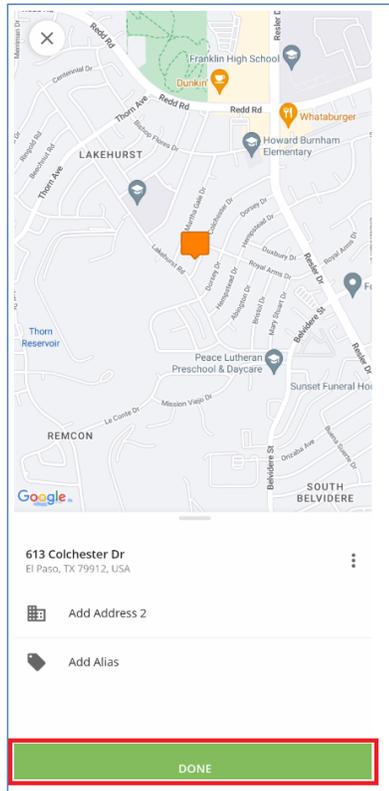
The application will ask for a starting address, the user will type the starting address or can select "Current Location".



Once an address has been selected as the starting point the system will allow the user to finish the trip creation, on this screen click "Done".

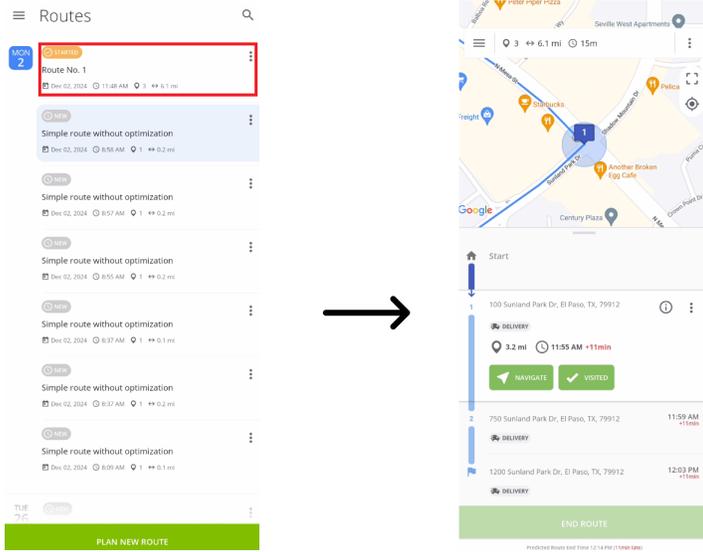
The application will then display the best optimized trip for the user, click and hold "Hold to Start Route" to start the trip.

Continued on next page.

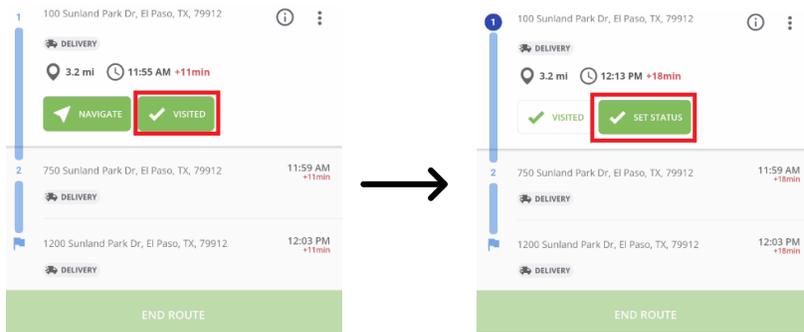


## How to Send a Delivery Note

When a trip is created, the user can locate the trips by selecting the three-line icon at the top left of the screen and selecting “View All Routes.” This will display all routes. Click on the route desired to be delivered. This will display the trip along with all the orders to be delivered.”



When arriving at the first delivery, click the “Visited” button. This will change to a new button “Set Status.”



Once “Set Status” is selected, the user will be able to select “Done” to complete a delivery confirmation or “Failed” to send a delivery attempt.

## Detail On How to Submit a Delivery Attempt

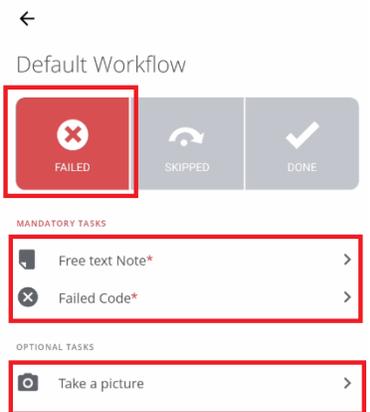
If the user needs to submit a delivery attempt, the “Failed” button needs to be selected. This will display all the mandatory and optional task(s) to be completed:

- The “Free Text Note” task, **which is mandatory**, will allow the user to manually type in a text to provide a reason for the delivery attempt.
- The “Failed Code” task, **which is mandatory**, will allow the user to select a code for the delivery attempt.
- The “Take a Picture,” **a mandatory task**, will allow the user to take a picture to prove for an attempted delivery. **Please carefully review the section “Photo Proof of Delivery (POD) Best Practices” found on the next page (Page 16)**, to ensure you are using best methods to reduce potential order cancellations as a result of delivery issues.

Once the mandatory and optional task(s) are completed, the user will need to select “Mark as Failed” to properly submit the delivery attempt.

Once all the orders in the trip have been completed, the user will be prompt with a new pop-up window stating to end the route

Completing this step will successfully complete the trip and close it.



## Allowing Camera Access on Mobile Devices

**iOS.** During installation the app will request access to your device's camera.

If you accidentally tap "Don't Allow," follow the steps below to enable it manually.

- Open your iPhone's Settings app
- Scroll down to "Apps"
- Scroll to find the BloomNet Driver App in the List
- Tap on BloomNet Driver
- Locate "Camera" in the list of permissions
- Toggle the switch next to Camera to turn it On

**Android.** During installation the app will request access to your device's camera.

If you accidentally tap "Deny," follow the steps below to enable it manually.

- Open your device's Settings app
- Tap "Apps" or "Application Manager"
- Locate and tap BloomNet Driver App
- Tap "Permissions"
- Find "Camera" in the list
- Tap the toggle or select "Allow"

## Photo Proof of Delivery (POD) Best Practices

Taking photos to provide proof of delivery (POD) is a **mandatory task**.

### Benefits include:

- Orders with a photo delivery confirmation are three times less likely to have a consumer complain about a delivery issue.
- Order is four times less likely to result in a consumer credit for delivery Issue complaint.
- Reduce instances of 1-800-Flowers.com® order cancellations when a customer states non-delivery.
- Reduces inbound customer service calls and messages into your shop, saving you valuable time to concentrate on your business.

### Best Practices:

- Food products must always be left with a person. Food products cannot be left unattended (e.g., doorstep, porch, etc.).
- If the recipient is present for a floral delivery, tell the recipient that you need to take a photo for confirmation before you give it to them.

### Acceptable Delivery Photos



Reasons these photos are **acceptable**:

- Floral arrangements are placed in a safe and easily identifiable spot at the delivery location.
- Focus is on the item being delivered, with the arrangement in the center of the photo.
- Photo clearly shows location in the background, including the address of the location if possible.
- Photos are clear, not blurry and/or not zoomed in.

## Unacceptable Delivery Photos



Reasons why these photos may **unacceptable**, include:

- No image of the product, or too zoomed in.
- Photos capture irrelevant, inappropriate or private information, such as the customer's face, body parts or a driver's license, obscene gestures
- Capture items that are not part of the delivery order including deliveries from other delivery providers.

**These images will automatically be rejected and result in an incomplete Delivery Confirmation submission!**

Photo POD for delivery confirmations is now a requirement and best practice for best-in-class retailers. As a fulfiller of 1-800-Flowers.com®, FruitBouquets.com®, Shari's Berries®, and Shari's Berries® Confections orders, shops are required to submit valid photo proof of delivery on every order in real-time.

This will reduce instances of 1-800-Flowers.com® order cancelations when a customer states non-delivery.

By working together, we can reduce customer complaints and deliver smiles! Thank you for your continued dedication as a member of BloomNet.

## **About BloomNet**

BloomNet® is an international floral services provider offering quality products and diverse services to a select network of professional retailers to grow their businesses profitably. Members of the BloomNet network can take advantage of several key benefits including higher profitability on wire orders, the highest published rebate in the industry with lower rebate qualifications, lower operating costs, lower membership costs and a complete suite of technology solutions. BloomNet has established and maintains the industry's most stringent business standards for participating as a member professional retailer. BloomNet is a wholly-owned subsidiary of 1-800-FLOWERS.COM (NASDAQ: [FLWS](#) - [News](#)).